

Program Policy Information
Hours are 8:00 a.m. to 5:00 p.m. Monday - Friday

Contact	Information Available	Special Instructions
Department of Public Health and Human Services Child and Adult Health Resources Division P.O. Box 202951 1400 Broadway Helena, MT 59620-2951 (406) 444-4540 (Includes Children's Mental Health Services)	<ul style="list-style-type: none"> • Answers to policy questions • Timely filing appeals 	<ul style="list-style-type: none"> • For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter of the <i>General Information For Providers</i> manual. • For general Medicaid inquiries by clients, call the Montana Medicaid Help Line at (800) 362-8312. • For PASSPORT questions by providers call the Provider Help Line at (800) 362-8312.
Mental Health Services Bureau Addictive and Mental Disorders Division 555 Fuller Avenue P.O. Box 202905 Helena, MT 59620-2905 (406) 444-3964	Answers to mental health services policy questions	<ul style="list-style-type: none"> • For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter of the <i>General Information For Providers</i> manual.
Chemical Dependency Bureau Addictive and Mental Disorders Division 555 Fuller Avenue P.O. Box 202905 Helena, MT 59629-2905 (406) 444-3964	Answers to chemical dependency services policy questions	<ul style="list-style-type: none"> • For Medicaid claims questions call (800) 624-3958 or (406) 442-1837. • For information on the Medicaid Chemical Dependency Program, call (406) 444-3964. • For Chemical Dependency Bureau - State Paid Substance Dependency/Abuse program information, provider enrollment, or prior-authorization and continued stay authorization, call (406) 444-3964. • For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter.
Senior and Long Term Care Division 111 Sanders, Room 210 P.O. Box 4210 Helena, MT 59604 (406) 444-4077	Answers to policy questions regarding: <ul style="list-style-type: none"> • Aging issues • Home and community based services • Nursing facility services 	<ul style="list-style-type: none"> • For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter.
Children's Health Insurance Plan (CHIP) Department of Public Health and Human Services P.O. Box 202951 Helena, MT 59620-2951 (877) 543-7669	<ul style="list-style-type: none"> • Answers to policy questions • Answers to enrollment questions • Waiting list inquiries 	<ul style="list-style-type: none"> • For information about becoming a Blue CHIP medical provider, contact BlueCross BlueShield at (406) 447-8787. • For medical claims information contact BlueCross BlueShield at (800) 447-7828 x8647. • For dental provider enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837. • For dental and eyeglass claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837.
Human & Community Services Division 1400 Broadway P.O. Box 202952 Helena, MT 59620-2952 (406) 444-1788	<ul style="list-style-type: none"> • Answers to Medicaid eligibility policy questions by providers or clients 	<ul style="list-style-type: none"> • For information on covered services, see Appendix A, <i>Covered Services</i>, or refer to the specific provider manual.